



Division of Insurance

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**Consumer Alert: Commissioner of Insurance Asks Humana to Issue New Letter
Regarding Individual Health Insurance Policy Cancellations**

Denver – Commissioner of Insurance, Marguerite Salazar, is warning consumers to disregard a notice of cancellation letter sent by Humana to 3,400 individual policy holders. The letter was dated August 28, 2013.

The letter incorrectly states that customers must choose to renew their health insurance with Humana by September 28, 2013, or their insurance would be cancelled. “I was disappointed to see a letter that appeared threatening and incorrect going out to consumers. The last thing we need is more confusion,” said Commissioner of Insurance, Marguerite Salazar.

At the request of Commissioner Salazar, Humana sent an apology letter on September 20 to the 3,400 policy holders who received the erroneous cancellation letters. Humana mailed revised and corrected discontinuance letters to its 12,000 policy holders on September 30. This revised letter makes it clear that policies were not cancelled September 28. Humana’s policy holders should receive the letter later this week.

Some insurance companies are offering early renewals on old plans. However, companies are required to provide information about all the health insurance options available to consumers – plans from the existing company, other companies and from Connect for Health Colorado, the state’s new marketplace for health insurance.

Colorado consumers with questions about these letters, letters from other insurance companies or health insurance questions in general should contact the Division of Insurance at 303-894-7490 / 1-800-930-3745.

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The [Colorado Division of Insurance](#) regulates the insurance industry and assists consumers and other stakeholders with insurance issues.

[DORA](#) is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado.

Consumer protection is our mission.